**IT Applications, Ch 7, Information Management**

Information management and its importance to organisations and the strategies used by organisations to store, communicate and dispose of their data and information.

**Importance of data and information to organisations**, p 249

Characteristics of information

1. Distinguish between data and information.

Data is raw and unprocessed information that is not very meaningful, whereas information is processed, meaningful and ready for further manipulation.

Qualities of information

2 Elaborate briefly on the following qualities of information:

* Completeness

A complete report contains all relevant information so that the user does not have to go searching to find any additional information.

* Timeliness

Information has to be provided in a timely manner: quickly and at a time when it is still useful.

* Accuracy

Data needs to be correct to prevent inaccuracy and stop wrong decisions based on incorrect data.

* Unbiasedness

Biased data could influence the decision making and inhibit the effectiveness of any solution implemented by the user.

* Clarity

If the intended message is not clear, the effectiveness of the message will diminish even if all the information is provided. If the information is hard to find the report is not effective.

1. Distinguish between an organisational goal and a mission statement.

Mission statements define the organisations purpose, or what it is trying to achieve. The mission of the company is to make money. Organisational goals are the steps that the organisation will have to take to achieve this mission.

4 What is the role of the system goal?

The system goal explains the specific role of the information system in achieving the organisational goal, and ultimately the mission statement.

**Legal Obligations, key laws relating to uses of information and ICT.**

1. Privacy Act 1988
   1. List the 3 main areas of the Privacy Act 1988.

The three main areas are storing, communication and disposal of confidential information.

* 1. List the 11 information privacy principles.

Collection, Use and disclosure, Data Quality, Data security, openness, access and correction, identifiers, anonymity, transboarder data flows, and sensitive information.

* 1. What amendments were made to the Privacy Act 1988 to address limitations?

To address the limitations of the privacy act 1988, amendments such as the requirement of safeguards on collected data, regulations preventing organisations from collecting data for any use and distribution without consent, and the protection of the confidentiality of consumers.

* 1. List the provisions under the Act from p 255.

The act provisions the use of personal data for direct marketing via email and general privacy issues regarding workplace, which can only be used with the consent of the individual concerned.

1. Information Privacy Act 2000
   1. Describe the nature of this Act.

The information privacy act 2000 was introduced to outline the obligations of state government agencies and contractors working for state government. It provisions the codes of practice regarding the compliance of the act.

1. Health Records Act 2001
   1. Why was this legislation introduced?

The legislation was introduced because it covers both the private and public sectors to cover medical records, but fit under the IPA.

* 1. Describe the provisions of this Act.

The provisions of the Health Act are to protect the confidentiality of patient’s health care info, limiting view of medical tests from third parties to access only when the person’s life is threatened.

1. Copyright Act 1968
   1. Define intellectual property and what it applies to?

Intellectual property is any product of human thought that is unique and not self-evident. It applies to texts, music, videos, broadcasts and computer programs.

* 1. Describe the provisions of this Act?

The provisions of this act are that someone may not use a whole or a part of a work, including changing or adding to it, without seeking consent from its intellectual owners.

* 1. What does the Copyright Act not apply to?

The copyright does not apply to ideas, concepts, styles, techniques, information, names, titles, slogans, people and images of people.

* 1. What was the significance of the Australia-United States Free Trade Agreement, (AUSFTA)?

The AUSFTA amended Australia’s copyright laws with that of the USA and extended copyright in Australia for an extra 20. It also saw Australia become part of the World Intellectual Property Organisation Copyright Treaty.

* 1. How long does copyright apply for?

Copyright applies for the duration of the owner’s life + 70 years.

* 1. When is copyright infringed?

Copyright is infringed when selling or playing pirated software, removing copyright protection and importing copyright material without authorisation.

* 1. List the exemptions to copyright, p 260.

The exemptions to copyright include personal use of recorded works, for example transferring music from CDs you own to your iPod, etc. Converting videos to DVDs, and recording television programs to watch later (personal use only).

* 1. What are the penalties for infringing copyright?

The penalties of infringing copyright include on the spot fines, getting tried in court, criminal offences, forced to pay compensation and fines up to $93500, and up to 5 years imprisonment.

1. Charter of Human Rights and Responsibilities
   1. From p 266 (sections 13, 14 and 15) list the human rights that protected in Victoria under the following:
      1. Privacy and reputation

A person has the right not to have his or her privacy unlawfully interfered with, and not to have their reputation unlawfully attacked.

* + 1. Freedom of thought, conscience, religion and belief

Everyone has to the right to freedom of thought, feeling and religion including the freedom to adopt a religion of their choice, demonstrate their religion in worship, practice and teaching, etc. and must not be coerced that limits their freedom to adopt their chosen religion.

* + 1. Freedom of expression

Everyone has the right to hold an opinion without interference, seek receive and impart information of all kinds, whether orally, in writing or other medium. Some restriction may apply to respect that right of privacy of everyone else or concerning national security etc.

1. Spam Act 2003
   1. What is spamming?

Spamming is the process of posting undesirable messages to newsgroups or mailing lists to promote a product or service.

* 1. Why was the Act introduced?

The act was introduced to protect users from unwanted and unwelcome emails clogging inboxes, especially when trying to sort through emails of importance. Spamming could obstruct legitimate business activities.

* 1. What are the three conditions that must be met by any commercial electronic message?

It must contain accurate information about the sender of the information, and a functional way to unsubscribe to the organisation.

* 1. What messages are covered by the Act?

The act covers email, SMS, MMS, and iM.

* 1. What messages are not covered by the Act?

However it doesn’t cover non electronic messages, voice to voice telemarketing, pop-up windows on the internet, and messages without commercial content.

* 1. List the financial penalties of breaching the Act.

Breaching the act could result in a fine up to $220000 for a single day, or for breaching the act a second time up to 1.1 million.